

2021

**THE LEGISLATIVE ASSEMBLY FOR THE
AUSTRALIAN CAPITAL TERRITORY**

**GOVERNMENT RESPONSE TO THE
REPORT OF A REVIEW OF A CORRECTIONAL SERVICE
BY THE
ACT INSPECTOR OF CORRECTIONAL SERVICES**

***ACT CORRECTIVE SERVICES
COURT TRANSPORT UNIT 2020***

**Presented by
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INTRODUCTION

The ACT Government welcomes the Inspector of Correctional Services' ('the Inspector') second thematic review of a correctional service, titled *Report of a Review of a Correctional Service, ACT Corrective Services Court Transport Unit 2020* ('the Report'), which was tabled in the ACT Legislative Assembly on 3 December 2020.

Establishing an Inspector of Correctional Services was a commitment of the Government in response to Recommendation 8 of the Moss Review¹, following the death in custody of Steven Freeman at the Alexander Maconochie Centre (AMC) in 2016. It recognised that effective independent oversight is vitally important to maintain public confidence in our correctional system.

Following the Moss Review, and due to the unique make-up of the ACT's correctional system as well as taking into account existing oversight measures in the ACT, the ACT Government committed to establishing an external and independent Inspectorate of Correctional Services, intended to strengthen and improve existing oversight arrangements.

The *Inspector of Correctional Services Act 2017* ('the Act') establishes the independent statutory authority and systematic review framework to facilitate a preventative regime to oversee correctional centres in the ACT. Section 18(1)(b) of the Act provides that the Inspector "*must examine and review correctional services at least once every 2 years*". This requirement ensures the systematic and preventative approach to oversee ACT Corrective Services (ACTCS) and facilities, allowing the Inspector to conduct proactive reviews to identify the strengths and areas for improvement for correctional services in the ACT.

In May 2018, the ACT Government announced the appointment of Mr Neil McAllister to the role of Inspector. In June 2018, the Inspector initiated his first thematic review of the management and care of remand detainees at the AMC. This resulted in the publication titled *Report of a Review of a Correctional Service: The care and management of remandees at the Alexander Maconochie Centre 2018* ('the Remand Review'), which was tabled in the ACT Legislative Assembly on 20 February 2019 and made 39 findings. ACTCS has since done significant work to address these findings and implemented a range of policy and procedural changes to achieve this.

In January 2019, the Inspector commenced the review process for his first Healthy Prison Review, which was a whole-of-centre review focused on the treatment and care in a custodial environment and examined whether the AMC meets the 'healthy prison' test. This review was tabled in the ACT Legislative Assembly on 26 November 2019 and made 51 findings and 73 recommendations for the ACT Government to consider. The Government Response to the Healthy Prison Review was tabled in the Legislative Assembly on 21 May 2020. ACTCS continues to work on implementing the agreed recommendations but

¹ 'So much Sadness in our Lives, Independent Inquiry into the Treatment in Custody of Steven Freeman' https://cdn.justice.act.gov.au/resources/uploads/JACS/Reviews/submissions/Treatment_in_Custody/Report_of_Independent_Inquiry.pdf

has regrettably experienced some delays due to the COVID-19 pandemic and the subsequent need to prioritise a response appropriate for a high-risk setting.

The Inspector initiated his Court Transport Unit Review in January 2020. The Report makes 12 findings and 22 recommendations for the ACT Government to consider centred around the following topics:

- Court Transport Unit (CTU) related policies and procedures;
- operations;
- security and safety;
- staff and training;
- arrangements concerning young offenders;
- access to detainees by professionals;
- relationship between CTU and the ACT Courts; and
- relationship between CTU and the Sentence Administration Board.

The ACT Government has carefully considered all of these findings and recommendations made in the Report and:

- Agreed to 20 recommendations (namely: 1-15; 18-22);
- Agreed in principle to one recommendation (namely: 16); and
- Noted one recommendation (namely: 17).

While the findings are not formally responded to, the ACT Government welcomes positive findings into the management of detainees. Many findings and recommendations made in the Court Transport Review had already been identified by ACTCS and a range of actions were already in progress to address the issues raised. A table summarising the ACT Government Response (which provides further clarity on why a recommendation is agreed, agreed in principle, noted or not agreed), including proposed actions and timeframes for completion to each of the recommendations can be found at [Annexure 1](#).

GOVERNMENT RESPONSE

Context

The ACT Government takes its obligations under the *Human Rights Act 2004* very seriously. The observance of human rights is integral to good correctional services management and is the safest and most effective way of managing correctional centres. In January 2019, the ACT Government released the first *Human Rights Principles for ACT Correctional Centres* ('the Principles'). This provides a clear statement that detainees must always be treated with humanity and with respect for the inherent dignity of the human person. The Principles assist ACTCS to update and develop correctional centre policies and procedures that best support all detainees at the AMC including female, male, intersex and gender diverse, Aboriginal and Torres Strait Islander, culturally and linguistically diverse, aged and those with a disability.

As also outlined in the Report, the CTU has undergone significant changes in the past two years as the old cell area was decommissioned and the new court cell complex was being constructed. At the time of the CTU review, construction was being finalised through the rectification of minor works that had been identified. Working with Major Projects Canberra, ACTCS has generally resolved such issues quickly and satisfactorily where possible to allow for operationalisation. The newly appointed Director of the CTU commenced in October 2020, which will provide stable leadership across the CTU and allow it to become its own business unit, reporting to the Deputy Commissioner Custodial Operations.

Furthermore, ACTCS underwent significant changes in response to the COVID-19 pandemic. Classified as a high-risk setting, there was a need for rapid and ongoing adjustments to manage risks appropriately. Most notably, resources had to be redirected to deliver quick and adequate responses to the constantly changing situation. The ACT Government acknowledges the professionalism displayed by all ACTCS staff throughout this pandemic and recognises the profound impact it has had across ACTCS. While the CTU report notes it only examined the normal operations of the CTU (i.e. before changes were made in response to the COVID-19 pandemic), it is noted that the aforementioned redirection of resources and rapid adjustments may have impacted on the findings of this Report.

Court Transport Unit Review Recommendations

Policies and procedures

Issues around outdated policies and procedures identified in the Inspector's Remand Review and Healthy Prison were reiterated in the current Report. The ACT Government shares the Inspector's concerns and, while the original ACTCS custodial policy project was not scoped to include the development of CTU-specific policy documents, recognises the need for appropriate operating procedures for the CTU. A suite of such documents is currently under development to address the Inspector's recommendation. To date, three Operating Procedures have been finalised and notified:

- *Court Transport Unit – Evacuation Operating Procedure 2020;*
- *Court Transport Unit – Keys and Fobs Operating Procedure 2020;* and

- *Court Transport Unit – Section 309 Transfers Operating Procedure 2020.*

Operations

The Report expressed concerns that there were no clear instructions for the number of detainees that can be held in each cell at the CTU. As recommended, ACTCS will identify the appropriate regulatory body and establish a capacity for each room, which will be appropriately displayed.

Next, various concerns around the CTU vehicle fleet were outlined in the Report. In particular, serious safety concerns were raised about the Romeo 4 transport vehicle, resulting in the recommendation to replace this vehicle as soon as possible. The ACT Government agrees with this recommendation and procurement for a replacement had already commenced prior to the Report being tabled. Until the replacement is finalised, ACTCS will manage any risks related to this vehicle, and where not required, use of the rear cells will be avoided. ACTCS is also working with other jurisdictions to obtain guidance regarding what the industry standard is in relation to vehicle configurations, which will inform future decisions. Other issues raised included the acquisition of the Romeo 5 vehicle, which is currently under investigation by the ACT Auditor-General. These issues combined led the Inspector to recommend a review of the processes by which vehicles are acquired. ACTCS will therefore work with Procurement ACT to review the existing processes. Following the review, procedures will be documented to ensure sound corporate governance is in place for all future vehicle procurements.

The ACT Government agrees with the Inspector that regular cleaning of CTU vehicles is not the responsibility of CTU staff, noting that an occasional need for urgent cleaning may arise. Arrangements have therefore been established for a CTU vehicle to be delivered to the Transitional Release Centre (TRC) every Friday to be deep cleaned over the weekend by detainees residing there. These detainees have received training regarding cleaning biohazards, are provided with appropriate Personal Protection Equipment to complete their cleaning duties and are remunerated for their work. The CTU vehicles are rotated through on a weekly basis. This arrangement has been in place since the start of December 2020 and the effectiveness will be assessed after three months. If it does not adequately address the issues raised adequately, a more formal commercial arrangement will be sought.

Finally, to ensure the ongoing safety of staff and detainees, ACTCS is drafting a CTU Compliance Checks Operating Procedure which will include vehicle checks, as well as processes for reporting and recording maintenance issues.

Security and Safety

The Report notes that no significant security concerns were identified at the CTU, however, staff had raised concerns about privacy frosting on cell windows. ACTCS has since tested a number of alternative solutions and the final solution is currently being determined in consultation with staff. The Facilities Management contractor responsible for the ACT Courts will be engaged to implement the agreed solution.

Searching of young detainees was highlighted in the Report and resulted in the recommendation that ACTCS and Bimberi Youth Justice Centre (Bimberi) establish an agreed procedure to ensure young detainees are not subjected to unnecessary searches. This has since been addressed in the Memorandum of Understanding (MOU) between ACTCS and Bimberi, which states that Bimberi is responsible for searches of young detainees before handover to ACTCS. The young detainees are not subject to further searching by ACTCS staff unless an incident occurs requiring an additional search.

Emergency management was found to be insufficient at the CTU and the Inspector made three recommendations for improvement, all of which are agreed. While emergency signage was not permanently affixed at the time of the review due to ongoing construction, this is now in place and addresses one of these recommendations. To address the other two, ACTCS will update the emergency procedures to ensure they are fully fit for purpose for the CTU and establish a schedule of emergency exercises to include a monthly tabletop / walkthrough exercise and at least one live exercise per financial year to include external stakeholders. These exercises will be planned to maximise staff participation. As also noted above, the *Court Transport – Evacuation Operating Procedure* has already been finalised and notified. A first tabletop evaluation exercise was completed on 19 January 2021 and another exercise is scheduled to be conducted before the end of January 2021.

It was positive that the Report found that the number of use of force incidents at the CTU was relatively small, in particular given the high number of detainees managed.

Staff and Training

CTU officers reported frequently having to wait for young detainees on arrival at Bimberi, which led the Inspector to recommend that the Community Services Directorate (CSD) put a system in place to ensure young detainees are able to board CTU vehicles as soon as the escort is ready to do so. As also noted in the postscript in the Report, this has since been addressed in the MOU between the CSD and the Justice and Community Safety Directorate (JACS), which outlines the roles and responsibilities of each agency and clearly articulates the facilitation of escorts for young people detained at Bimberi. Bimberi management have also established internal processes to minimise the delay between CTU officers arriving and young people being available for transport.

Historically, the Custodial Recruit Training (CRT) has focused on preparing officers for duty at the AMC. The ACT Government recognises the unique challenges of the CTU that arise from managing both adult and juvenile male and female detainees. As such, ACTCS has developed a CTU specific recruit training course, which commenced on 12 October 2020. This new recruit course includes vehicle familiarisation during trainee placement days at the CTU, which was amongst the Inspector's recommendations. The ACT Government recognises the importance of maintaining currency in mandatory training and is committed to ensuring that CTU officers complete any outstanding mandatory training courses as soon as practicable, noting that COVID-19 related restrictions have had an impact on the ability to complete training during a large period in 2020. To address the impact of COVID-19, a custodial training redesign process is planned for early 2021 that will also consider training

delivery options, priorities, and scheduling in consideration of staff rosters and operational need. Staff who are out of date in mandatory qualifications are prioritised for all courses.

The ACT Government has also formed an oversight committee to bring ACMC staff, the Community and Public Sector Union and oversight bodies together to contribute to finding solutions. The new committee will develop a blueprint for change within the AMC and CTU and will oversee the implementation of accepted recommendations from recent and upcoming reports and inquiries, including the recommendations from this report. This will include an urgent focus on bringing training capabilities for all custodial officers up to date.

More broadly, the establishment of the Organisational Capability Unit by ACTCS provides a greater focus on training, further professionalises the workforce and will ensure that training-related issues raised by the Inspector or otherwise identified are addressed appropriately.

Current arrangements concerning young detainees

The Report raised various concerns around the transport of young people by the CTU. In particular, important differences between the *Corrections Management Act 2007* (CM Act) and the *Children and Young People Act 2008* (CYP Act) were outlined in relation to the use of force and restraints that, without proper training, may create confusion for CTU officers. The finding that CTU officers reported to not feel adequately trained to exercise the powers under the CYP Act confirms the need for CTU officers to be trained in use of force techniques suitable for young people. The ACT Government shares the Inspector's concerns and agrees that CTU officers need to be trained to the required standard in this respect. As such, ACTCS is collaborating with the CSD to develop a suitable training package, which will be introduced as part of the CTU Custodial Recruit Training Program. Subsequently, training of staff will be subject to prioritisation against mandatory training requirements and operational demands. Following the introduction of this training, ACTCS will establish processes to ensure that at least one appropriately trained CTU officer is present at all times with redeployed AMC officers when escorting children and young people. This addresses the Inspector's concern around AMC officers without appropriate young person related training filling shift vacancies at the CTU.

The ACT Government notes the recommendation that a Bimberi staff member accompany young detainees to court, is present while they are being held in the court cells complex and supports CTU officers to manage them. While acceptance of this recommendation would require additional resources for Bimberi, CSD is committed to working with the ACT Courts to reduce the requirements for young people to be escorted to the Court and be held at the CTU. Over the past 18 months, there has been an increase in the use of audio-visual links (AVL) so that young people do not require the services of the CTU at the same frequency as described in the report. The impact of the COVID-19 Public Health Emergency has further increased the use of AVL and the CSD continues to support the use of this technology when appropriate and agreed to by the Court. Furthermore, the Bimberi Intelligence and Classifications Officer will provide advice to the CTU on how to respond to the types of behaviours that young people sometimes exhibit following appearance at the Court. A

consultation mechanism between CTU staff and Bimberi management will be initiated to address circumstances where a young person has been risk assessed and use of force may be necessary. The need for a Bimberi staff member to accompany a young person to Court will be determined by the risk assessment, as also outlined in the MOU.

Access to detainees by lawyers and other professionals

The Report found that CTU officers are well regarded for their professionalism and support by Legal Aid ACT and Aboriginal Legal Services NSW/ACT, noting the rapport between detainees and CTU officers as a strength of the service. Issues identified by the Inspector included the challenges in using interpreter services in the CTU interview rooms and difficulties for lawyers to locate the correct interview room their client is in. To address these issues, ACTCS will examine court processes for access to interpreter services and consult with identified stakeholders on the practical solution. Furthermore, ACTCS will implement processes to ensure that professional visitors are appropriately informed of the location of their client when entering the CTU.

Relationship between the CTU and the ACT Courts

The respectful working relationship between the CTU and ACT Courts was highlighted, and the good rapport officers appear to have with detainees was echoed. However, the Report identified a need to reinforce courtroom etiquette to ensure appropriate behaviour in the courtroom. The ACT Government agrees and ACTCS will develop an operating procedure that sets out expectations for courtroom etiquette and management of offenders in a court setting. Court etiquette training has been developed and is included in the CTU Recruit Training Program that commenced on 12 October 2020. Furthermore, this training will be delivered to all other CTU officers in coming months.

Finally, a need to develop and implement a protocol or agreement on how to best meet the Sherriff's needs for information on detainees regarding court security was identified. To address this, a protocol will be added to the MOU between ACTCS and the ACT Courts and Tribunal to formalise actions already underway, which includes the sharing of CTU's daily briefing, and to identify any outstanding needs.

Relationship between the CTU and the Sentence Administration Board

Again, the professionalism of the relationships CTU was highlighted. The location of the Sentence Administration Board hearing room was noted to not be ideal. No recommendations were made in this section of the Report for the ACT Government to consider.

Conclusion

The ACT Government recognises that effective independent oversight provided by the Inspector of Correctional Services is crucial to build and maintain public confidence in the ACT's correctional system. The findings and recommendations of this Report will contribute to the continuous improvement of the care, treatment and safety of all detainees and staff at the CTU.

Annexure 1

ACT Government Response to Recommendations

| Recommendation | Government Response | Implementation |
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| Recommendation 1 That ACT Corrective Services' existing policy review project take into account the need for policies and procedures that reflect the operational requirements of the Court Transport Unit. | Agreed The original ACTCS custodial policy project was not scoped to include the development of CTU-specific policy documents. ACTCS recognises the need for appropriate operating procedures for the CTU and a suite of documents is currently under development. | CTU operating procedures to be notified by 1 May 2021 |
| Recommendation 2 That ACT Corrective Services obtain clear guidance from an appropriate regulatory body (e.g. WorkSafe ACT) about reasonable occupancy limits for each of the court cells and affix appropriate signage on each cell door to assist Court Transport Unit officers to safely manage people in their custody. | Agreed The appropriate regulatory body will be identified and a capacity for each room will be established and appropriately displayed. | Capacity to be identified and displayed by 1 March 2021 |
| Recommendation 3 That the Justice and Community Safety Directorate conduct a review of the process(es) by which ACT Corrective Services makes decisions about the acquisition of Court Transport Unit vehicles, with particular attention to the principles of sound corporate governance. | Agreed ACTCS will work with Procurement ACT to review existing processes. Following the review, procedures will be documented to ensure sound corporate governance is in place for all future vehicle procurements. | Processes to be reviewed and documented by 28 February 2021 |
| Recommendation 4 That ACT Corrective Services replace the Romeo 4 vehicle as soon as possible. | Agreed ACTCS has identified the need to replace this vehicle and procurement for a replacement has already commenced. | Romeo 4 to be replaced by 30 April 2021 |
| Recommendation 5 That ACT Corrective Services establish a sustainable process to outsource the cleaning of the Court Transport Unit vehicles to ensure cleaning vehicles is not the | Agreed Arrangements have been established for a CTU vehicle to be delivered to the ACTCS Transitional Release Centre every Friday to be deep cleaned over the weekend. The CTU vehicles will be rotated | Arrangement to be reviewed by 31 March 2021 |

| Recommendation | Government Response | Implementation |
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| responsibility of Court Transport Unit officers on a regular basis. | through on a weekly basis. The effectiveness of this process will be assessed after three months and if this does not address the issue adequately a more formal commercial arrangement will be sought. | |
| Recommendation 6 That ACT Corrective Services implement a procedure that is notified on the ACT Legislation Register for checks on all Court Transport Unit vehicles. This procedure must include a clear process for reporting maintenance issues. | Agreed A CTU Compliance Checks Operating Procedure is currently being drafted that will include vehicle checks as well as a process for reporting and recording maintenance issues. | Operating Procedure to be notified by 1 March 2021 |
| Recommendation 7 That ACT Corrective Services review the privacy frosting on court cells and find a solution which strikes a reasonable balance between privacy for detainees and the concerns of Court Transport Unit officers about their vision into cells. | Agreed ACTCS has tested a number of alternative options and the final solution is currently being determined in consultation with staff. The Facilities Management contractor responsible for the ACT Courts will be engaged to implement the agreed solution. | Privacy frosting to be in place by 1 June 2021 |
| Recommendation 8 That ACT Corrective Services and Bimberi Youth Justice Centre establish an agreed procedure to ensure young detainees leaving Bimberi Youth Justice Centre on court escorts are not subjected to unnecessary searches. | Agreed This has been addressed through the current MOU between ACTCS and CSD, which confirms that Bimberi are responsible for searches of young detainees before handover to ACTCS. The young detainees are not subject to further searching by ACTCS staff unless an incident occurs requiring an additional search. | Complete |
| Recommendation 9 That ACT Corrective Services urgently address the lack of understanding Court Transport Unit officers have about what to do in emergency situations, including evacuation, that may occur at the court premises. | Agreed The CTU - Evacuation Operating Procedure has been finalised and notified. Within 30 days of notification, the Director, CTU will complete a tabletop evaluation exercise. Work has commenced on updating emergency operating procedures | All CTU emergency procedures to be notified by 31 March 2021 |

| Recommendation | Government Response | Implementation |
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| | for the CTU. Once finalised, a schedule of emergency exercises will be established to include a monthly tabletop / walkthrough exercise and at least one live exercise per financial year to include external stakeholders. | |
| Recommendation 10 That professional signage for the court cells evacuation plan be affixed in the control room and elsewhere around the complex as soon as possible. | Agreed Professional signage has been affixed to the walls. | Complete |
| Recommendation 11 That ACT Corrective Services conduct regular emergency management exercises for Court Transport Unit officers in the court precinct. These exercises should be conducted at a time that captures the maximum number of Court Transport Unit officers or be made mandatory. | Agreed ACTCS will establish a schedule of emergency exercises, including a monthly tabletop / walkthrough exercise and at least one live exercise per financial year that includes external stakeholders. Emergency exercises will be scheduled to maximise staff participation. | Schedule of emergency exercises to be finalised by 31 March 2021 |
| Recommendation 12 That the Community Services Directorate put a system in place that ensures that young detainees are waiting at the internal sally port at Bimberi Youth Justice Centre to board Court Transport Unit vehicles as soon as the escort is ready to do so. | Agreed CSD and JACS have finalised a Memorandum of Understanding (MoU). The MoU outlines the roles and responsibilities of each agency, and clearly articulates the facilitation of escorts for young people detained at Bimberi. In addition to the development of the MoU, Bimberi management have established internal processes to minimise the delay between CTU officers arriving and young people being available for immediate transportation. | Complete |
| Recommendation 13 That ACT Corrective Services provide Court Transport Unit officers with more Court Transport Unit specific training, including appropriate vehicle familiarisation training, prior to them commencing at the Court Transport Unit. | Agreed A new CTU-specific Recruit Training Program has been developed and commenced on 12 October 2020. The new recruit course includes vehicle familiarisation during trainee placement days at the CTU. | Complete |

| Recommendation | Government Response | Implementation |
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| <p>Recommendation 14</p> <p>That ACT Corrective Services ensure the Court Transport Unit officers who have not completed mandatory training courses complete these courses as a matter of urgency.</p> | <p>Agreed</p> <p>ACTCS recognises the importance of maintaining currency in mandatory training. The impact of COVID-19 on training will be addressed through a custodial training redesign process planned for early 2021 that will also consider training delivery options, priorities, and scheduling in consideration of staff rosters and operational need. This will include the development of a training schedule to address mandatory training going forward. Staff who are out of date in mandatory qualifications are prioritised for all courses.</p> | <p>Schedule for mandatory training to be in place by 31 March 2021</p> |
| <p>Recommendation 15</p> <p>That the Community Service Directorate and ACT Corrective Services identify where training requirements differ between adults and children and young people regarding use of force and restraints and then ensure that current and future Court Transport Unit officers are trained to required standards.</p> | <p>Agreed</p> <p>Collaboration between ACTCS and CSD is ongoing to develop a training package and will be introduced as part of the CTU Custodial Recruit Training Program from March 2021. Subsequent training of staff will be subject to prioritisation against mandatory training requirements and operational demands.</p> | <p>Training package to be implemented by 31 March 2021</p> |
| <p>Recommendation 16</p> <p>That ACT Corrective Services ensure that the Alexander Maconochie Centre officers working occasionally at the Court Transport Unit do not escort children and young people unless they have received the required training.</p> | <p>Agreed in principle</p> <p>Following the introduction of a young person-specific training course under recommendation 15, ACTCS will establish processes to ensure that at least one appropriately trained CTU officer is present at all times with redeployed AMC officers when escorting children and young people.</p> | <p>Processes to be operational and embedded by 30 June 2021</p> |
| <p>Recommendation 17</p> <p>That a Bimberi Youth Justice Centre staff member accompany young detainees to court, is present while they are being held in the court cells complex and support Court</p> | <p>Noted</p> <p>CSD is committed to working with the ACT Courts to reduce requirements for young people to be escorted to the Court precinct and held in Court cells. Over the past 18 months there has been an increase in the use of audio-visual</p> | <p>N/A</p> |

| Recommendation | Government Response | Implementation |
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| Transport Unit officers to manage young detainees on escorts. | <p>links (AVL) so that young people do not require the services of CTU at the same frequency as described in the report. The impact of the Public Health Emergency and Court protocols for appearances by young detainees has further increased the use of AVL. CSD continues to support the use of this technology when appropriate and agreed to by the Court.</p> <p>The Bimberi Intelligence and Classifications Officer will provide advice to the CTU on how to respond to the types of behaviours that young people sometimes exhibit following appearance at the Court. A consultation mechanism between CTU staff and Bimberi management will be initiated to address circumstances where a young person has been risk assessed and use of force may be necessary. The need for a Bimberi staff member to accompany a young person to Court will be determined by the risk assessment.</p> <p>Acceptance of this recommendation by the ACT Government as currently outlined would require additional resources for Bimberi Youth Justice Centre.</p> | |
| <p>Recommendation 18</p> <p>That ACT Corrective Services review the current process for legal professionals to access interpreter services within interview rooms at the Court Transport Unit. This must be done in consultation with Legal Aid ACT, the Aboriginal Legal Service NSW/ACT and other legal professionals that regularly access the interview rooms to meet with clients. The outcome of the review should be reported back to those consulted.</p> | <p>Agreed</p> <p>ACTCS will examine court processes for access to interpreter services and consult with identified stakeholders on a practical solution.</p> | <p>Solution to be implemented by 30 June 2021</p> |
| <p>Recommendation 19</p> <p>That ACT Corrective Services implement an efficient process for</p> | <p>Agreed</p> <p>ACTCS will implement processes to ensure that professional visitors</p> | <p>Process to be implemented by 31 March 2021</p> |

| Recommendation | Government Response | Implementation |
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| Court Transport Unit officers to notify legal professionals which interview room their client is in that avoids legal professionals entering the wrong rooms while attempting to locate their clients. | are appropriately informed of the location of their client when entering the CTU. | |
| Recommendation 20 That ACT Corrective Services notify a policy and/or procedure that sets out the expected standards of detainee and Court Transport Unit officer courtroom etiquette and behaviour and the role of Court Transport Unit officers in enforcing it. | Agreed ACTCS will develop an operating procedure that sets out the expectations for court room etiquette and management of offenders in a court setting. | CTU Courtroom Etiquette Operating Procedure to be notified by 28 February 2021 |
| Recommendation 21 That Court Transport Unit officers be trained in, and adhere to, courtroom etiquette in accordance with notified policies and procedures. | Agreed Court etiquette training has been developed and is included in the CTU Recruit Training Program that commenced on 12 October 2020. This training will be delivered to all CTU officers in coming months. | All CTU staff to receive courtroom etiquette training by 1 March 2021 |
| Recommendation 22 That ACT Corrective Services and the ACT Sheriff develop and implement a protocol or agreement on how best to meet the Sheriff's needs for information on detainees regarding court security. | Agreed A protocol will be added to the Memorandum of Understanding between ACT Corrective Services and the ACT Courts and Tribunal. | Protocol to be added to MOU by 1 February 2021 |